



**Toni R. Acton**  
Associate Director

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June 30, 2006

Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Room TWA-325  
Washington, DC 20554

**Re: CG Docket 03-123**  
**AT&T Submission of TRS Complaint Logs for Reporting Period**  
**June 1, 2005 Through May 31, 2006**

Dear Ms. Dortch:

In accordance with the Commission's Public Noticed dated May 31, 2006 (DA 06-1175), AT&T Inc. hereby submits an original and four (4) copies of its Annual Summary of Consumer Complaints Concerning TRS for the time period of June 1, 2005 through May 31, 2006. As required, AT&T is also submitting an electronic disk copy.

If you have any questions, please contact Toni Acton at 202-326-8843.

Sincerely,

A handwritten signature in black ink, appearing to read "Toni Acton", written over a horizontal line.

Toni Acton  
Associate Director

Attachment  
cc: Pam Gregory



# Michigan Relay Center

June 2005 - May 2006

	Jun 2005	Jul 2005	Aug 2005	Sep 2005	Oct 2005	Nov 2005	Dec 2005	Jan 2006	Feb 2006	Mar 2006	Apr 2006	May 2006	Total	Pct
<b>Service Complaints - CA Related</b>														
Failure to provide CA ID													0	0%
Failure to comply w/caller's Instruction				1		1							2	11%
Transparency													0	0%
Attitude													0	0%
Incorrect Procedure	1	1		2	1	1			1				7	39%
Verbatim													0	0%
Accuracy													0	0%
Spelling													0	0%
Unprofessional Call Handling		1						1			3		5	28%
Other	3			1									4	22%
<b>Total</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>18</b>	
<b>Technical Complaints</b>														
Sound Clarity/Garbled Messages													0	0%
External Call Routing Issues											1		1	25%
Connecting w/TRS		1											1	25%
Other	1										1		2	50%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	
<b>Miscellaneous Complaints</b>														
Billing Issues													0	0%
Complaint about another TRS													0	0%
Scope of Service													0	0%
Other													0	0%
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>Total Complaints</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>22</b>	

**TRS COMPLAINT LOG**  
**PREPARED BY ATT FOR THE MICHIGAN RELAY CENTER**  
**JUNE 1, 2005-MAY 31, 2006**

<b>Date of Complaint</b>	<b>Nature of Complaint</b>	<b>Date of Resolution</b>	<b>Resolution</b>
6/10/2005	The customer stated she gave the CA the number to dial. The customer said she did not receive a response from the CA. It seemed the call was disconnected.	6/15/2005	The manager reviewed the complaint with the CA. The CA explained that the customer's message was garbled on her screen. She asked the customer to please call back in hopes that it would clear up the equipment issue. The manager reviewed with the CA that all such issues should be reported to a supervisor before disconnecting the call. The supervisor apologized to the customer for the inconvenience.
6/10/2005	The customer stated that the CA hung up after his call and did not ask if he/she wanted to place another call.	6/10/2005	The Supervisor apologized to the customer for the inconvenience. The manager reviewed the complaint with the CA and reminded the CA to always ask the customer if he/she would like to place another call.
6/17/2005	The TTY customer stated the CA disconnected when he/she asked questions about the call. The "relayed" portion of the call was completed and the customer stated they wanted more information about the hearing customer's tone of voice. The TTY customer stated the CA did not answer the question, and alleged that the CA disconnected the call without asking if the customer wanted to place a subsequent call.	6/17/2005	The manager apologized to the customer and explained the CA must remain in role. To eliminate misunderstandings between both parties because of assumptions, MRC encourages their CA's to refrain from commenting on 'tones'. The CA is required to include clearly identified background noises and obvious changes in voice inflection during the call. The manager reviewed the complaint with the CA and reminded the CA to always ask a customer if they want to place a subsequent call.
6/20/2005	The customer stated that their call was disconnected in the middle of the conversation.	6/20/2005	The Supervisor apologized for the inconvenience and sent an apology card to the customer. The complaint was reviewed with the CA. The CA did not recall any instance where a call was dropped in the middle of the conversation. The manager reminded the CA to report all trouble conditions she may experience during call handling in the future.

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6/21/2005	The customer placed a call through the MRC. After 15 minutes the CA needed to switch with another CA. The customer stated that during the switch the call was disconnected.	6/21/2005	The Supervisor apologized to the customer. The complaint was reviewed with both CAs. Both CAs apologized and explained the call was accidentally disconnected during the switch. An apology email was sent by a manager to the customer via email. The customer did not respond.
7/1/2005	The customer stated that the CAs were not helping her. She is telling them it is a VCO call, but they are not responding to her.	7/1/2005	The Supervisor apologized for the customer's frustration. A manager established a time with the customer to visit her home and assist her with the VCO phone. During the visit, the manager identified that the customer was not depressing the appropriate buttons to identify herself as a VCO caller. The issue was resolved with customer education.
7/1/2005	The hearing customer stated the CA was "out of line and snotty" when she tried to inform the CA that she did not want to take the Relay call.	7/1/2005	The manager apologized to the customer and explained that MRC does not tolerate such behavior. The complaint was reviewed with the CA. The manager reviewed expectations that the CA demonstrate courtesy and professionalism at all times.
7/18/2005	The customer stated the CA did not let her know if her message was left on the answering machine.	7/18/2005	The Supervisor apologized to the customer. The complaint was reviewed with the CA. The manager reviewed with the CA the proper procedure for notifying the customer that the message has been left.
9/7/2005	The customer stated the CA disconnected before asking if he/she wanted to place a subsequent call.	9/7/2005	The Supervisor apologized to the customer and asked if he/she wanted a manager to call back and follow up on the complaint. The customer did not want a call back. The manager reviewed the complaint with the CA and reviewed proper procedure for questioning for additional calls.

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9/17/2005	The voice customer stated the CA announced Relay and gave their CA number, then suddenly disconnected.	9/17/2005	The manager apologized to the customer and stated it is possible the TTY person disconnected the call suddenly causing the CA to follow the TTY user's action. The manager still apologize to the customer for his/her frustration. The complaint was reviewed with the CA.
9/19/2005	The TTY customer was upset that the CA did not follow instructions he/she gave before the call was placed. The customer wanted the CA to hang up on the 5th ring. The CA typed out the recording. This is not what the customer wanted the CA to do.	9/19/2005	The manager apologized to the customer and reviewed the complaint with the CA. The CA stated that she did type the answering machine out of habit, and apologized for not following the customer's instructions. The manager reminded the CA to be aware of the customer's wishes.
9/23/2005	The customer stated the CA did not ask if he/she wanted to place another call.	9/23/2005	The Supervisor apologized and asked the customer if he or she wanted a manager to call back to follow up on the complaint. The customer did not want a manager to call back. The customer stated he/she would email the outreach manager. An apology email was sent from the manager and the CA was given an review of the proper procedure.
10/1/2005	The customer stated the CA did not ask him/her if he/she wanted to place another call.	10/1/2005	The manager apologized to the customer and thanked the customer for reporting this. The complaint was reviewed with the CA and the manager reviewed the proper procedure with the CA.
11/14/2005	The customer stated the CA was not helpful and did not redial the number after the answering machine came on. The CA typed "Thank you sk" after the customer asked the CA to redial.	11/14/2005	The Supervisor apologized to the customer and asked if he or she wanted a manager to call back to follow up on the complaint. The customer did not want to give a number for the manager to call back. The customer just wanted the supervisor to let the managers know this happened. The complaint was reviewed with the CA.

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11/22/2005	The VCO customer stated that the CA dialed a toll free number but did not keep him/her informed as to if the line was ringing or not. The CA simply typed the line was busy after a long pause. The customer asked the CA to redial. There was no response from the CA. Then the call was disconnected.	11/22/2005	The Supervisor apologized to the customer and thanked the customer for reporting this incident. The Supervisor asked if the customer would like a manager to call back to follow up on the complaint. The Customer did not want a follow up. The complaint was reviewed with the CA and proper call handling procedures were reviewed.
1/14/2006	A voice customer intended to call Consumer Energy but accidentally dialed MRC instead. The voice customer stated the CA was rude and very short with her.	1/14/2006	The Supervisor apologized to the customer for the rude service. The complaint was referred to the Manager. The Manager covered the CA on the complaint and reviewed the expectation of providing courteous customer service. The manager also called the customer back to follow up and apologize.
2/14/2006	The customer said his/her call was disconnected before the CA asked if he/she wanted to place a subsequent call.	2/14/2006	The Supervisor apologized to the customer for the inconvenience. A manager attempted to call the customer back for a follow up. The customer never returned the manager's calls. The complaint was reviewed with the CA.
4/1/2006	The voice customer stated the CA was very rude when her sister called her through the Relay. The customer did not have the CA's number at that time.	4/1/2006	The manager apologized to the customer for the rude service. The manager thanked the customer for calling to report this experience, as it provides the managers with an opportunity to improve the service provided. The manager asked the customer to note the CA's number if future problems occur, so that the manager may review the complaint with the appropriate employee. An apology card was sent to the customer's home address.
4/4/2006	The customer stated the CA was rude and did not ask he/she wanted to place another call. The customer said the CA seemed "rushed" during the call.	4/4/2006	The Area Manager apologized to the customer for the inconvenience, and thanked the customer for bringing this to our attention. The complaint was reviewed with the CA and the CA was reminded of the expectation that all calls be handled in a friendly and professional manner. The CA was reminded to always ask customers if they would like to place another call.

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4/5/2006	The customer stated she made an attempt to call Relay five times and received the same CA who got her call did not respond to her call. The customer stated she had to hang up and get a different CA.	4/17/2005	The Supervisor apologized to the customer for her frustration. The complaint was referred to a manager who made 3 attempts to follow up with the customer regarding this complaint. The complaint was reviewed with the CA and the CA stated she did not recall this problem. The CA did not experience any technical difficulties that night. The CA apologized as well for the customer's frustration. The manager reminded the CA to report any technical problems if it occurs.
4/11/2006	The Customer was upset that her TTY to TTY connection did not go through.	4/11/2006	The manager apologized to the customer and asked for an address to send an apology card. The customer did not want an apology card. The manager apologized again and encouraged the customer to continue to report the error if it happens again. The complaint was reviewed with the CA. The CA stated she followed the procedure, but has no way of knowing if the TTY to TTY connection was successful. She apologized, but stated she did follow procedure.
4/25/2006	The voice customer stated this was her first Relay call and she felt the CA was rude.	4/26/2006	The Supervisor apologized to the customer for the rude service. An apology card was sent to the customer's home address. The complaint was reviewed with the CA and the CA was reminded of the expectation that all calls be handled in a friendly and professional manner.